

## Transition Program Online Under 18 Student Policy

### 1. Purpose

OpenLearning is committed to delivering a high standard of education and training to all Transition Program Online students.

The purpose of this policy is to outline how OpenLearning will provide additional monitoring, and where necessary support, for students who are under eighteen (18) years old whilst undertaking the Transition Program Online.

Please note that this Policy has been prepared and will be maintained by OpenLearning as the deliverer of the Transition Program Online. This is not a UNSW College or UNSW policy.

### 2. Scope

This policy applies to:

- (a) All Under 18 Students enrolled in the Transition Program Online; and,
- (b) OpenLearning is involved in the promotion, recruitment, admission, delivery, management or administration of students.

### 3. Definitions

*Enrolled* means a status where a student has already accepted OpenLearning's conditions of enrolment and paid the required amount to secure their place in the Transition Program Online.

*Under 18 Student* means a student enrolled in the Transition Program Online who is under eighteen (18) years of age.

*Transition Program Online* means the program delivered by Open Learning Global Pty Ltd (trading as OpenLearning) proudly delivered under licence from UNSW and UNSW College.

### 4. Policy Statement

OpenLearning is committed to ensuring that Under 18 Students have appropriate support during the period that they are studying the Transition Program Online.

## 5. Under 18 Student Matters

### 5.1. Contact Details for Assistance

Type of Contact	Email Address	Phone Number
Pre-enrolment enquiries	<a href="mailto:admissions@openlearning.com">admissions@openlearning.com</a>	+612 8294 9536
Student Support (Academic and Non-Academic)	<a href="mailto:studentsupport@openlearning.com">studentsupport@openlearning.com</a>	+612 8294 9536

### 5.2. Parental Consent and Information Sharing

Under 18 Students should be aware that, until such time as an Under 18 Student turns eighteen (18), OpenLearning:

- 5.2.1. Will share information with their parent or legal guardian including, without limitation, information about the Under 18 Student's welfare, attendance, academic results and progress, and any other matter which may affect an Under 18 Student's enrolment; and
- 5.2.2. Will not process any changes to an Under 18 Student's enrolment without the prior written consent of their parent or legal guardian.

### 5.3. Under 18 Student Obligations

All Under 18 Students agree that they will:

- 5.3.1. Attend the Transition Program Online Orientation Session;
- 5.3.2. Check their emails regularly for any correspondence from OpenLearning;
- 5.3.3. Attend all scheduled Under 18 Student monitoring meetings with the Study Coach; and
- 5.3.4. Keep OpenLearning informed of their current contact details and the contact details for their parent/s or legal guardian/s.

### 5.4. Monitoring and supervision

- 5.4.1. Under 18 Students are encouraged to discuss any concerns they may have about their academic progress and any other issues that may affect their wellbeing, via directly speaking to Student Support or emailing [studentsupport@openlearning.com](mailto:studentsupport@openlearning.com) or their Study Coach.
- 5.4.2. OpenLearning will monitor the progress of Under 18 Students and will schedule at least one Under 18 Student meeting with each Under 18 Student during their enrolment in the Transition Program Online.

## 6. Legal and Policy Framework

This Policy operates within the context of, and subject to, Australian State and Commonwealth legislation.

### 6.1. Responsibilities

#### 6.1.1. Approver

The Academic Director, Australia is responsible for the approval of this policy.

#### 6.1.2. Responsible officer

The Academic Director, Australia is responsible for the implementation, dissemination and review of this policy.

#### 6.1.3. Contact officer

The Head of Customer Success is responsible for the day-to-day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.

#### 6.1.4. Staff

OpenLearning staff are responsible for assisting in the implementation of and adherence to this policy.

### 6.2. Review

This policy is due for review five years from its date of implementation.

<b>Version</b>	1.2
<b>Approved by</b>	Dr Shazia K Jan Academic Director, Australia
<b>Approval date</b>	4 <sup>th</sup> July 2023

<b>Effective date</b>	1 <sup>st</sup> August 2023
<b>Next review</b>	18 <sup>th</sup> January 2026
<b>Accountable role</b>	Academic Director, Australia
<b>Related documents</b>	Non listed